

ABSTRACT

A method including determining a current rate of satisfying a service level agreement constraint, wherein the service level agreement constraint is associated to selected ones of each incoming contact within a contact center, comparing the current rate to a target rate associated with the service level agreement constraint to calculate a satisfaction value, measuring a size of a queue associated with the service level agreement constraint, and calculating a potential value associated with the service level agreement constraint based on the satisfaction value, the queue size and a weighted priority level associated with the service level agreement constraint.